



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY
AUDITOR-CONTROLLER

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TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW OUTLOOK
BOYS HOME**

We have completed a review of New Outlook Boys Home (Group Home or Agency). The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

New Outlook Boys Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, the Agency was providing services for four Los Angeles County DCFS children. New Outlook Boys Home is located in the Second District.

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in the Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency was providing the services outlined in its Program Statement. However, the Agency needs to make repairs to its facility; review and implement residents' Needs and Services Plans on a consistent basis; provide documentation to

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show placement workers' participation in the development or update of the Needs and Services Plans; provide residents with weekly individual and group therapy; and provide each resident with the opportunity to maintain a photo album/life book.

Attached is a detailed report of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:bg

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer
Shawn Chustz, Executive Director, New Outlook Group Home
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**New Outlook Boys Home
1901 West 41st Place
Los Angeles, CA 90062
(323) 292-6273
License No.: 191801203
Rate Classification Level: 7**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

New Outlook Boys Home (Group Home or Agency) is a large facility located on a quiet residential street. The exterior of the Group Home is adequately maintained, nicely landscaped, and blends in with the other homes on the block. However, the window screens are not properly attached to the windows. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. Resident bedrooms are comfortable and personalized to each child's desire with posters, pictures, and knick-knacks. However, there are two areas that need improvement.

In the dinning room area, the carpet has several iron burn marks. In one of the bedrooms there are sharp screws protruding from the closet door opening presenting a safety hazard.

The Group Home maintains age appropriate and accessible recreational equipment. There are also table games, a TV, a VCR, and individual toys. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

- 1. New Outlook Boys Home management:**
 - a. Properly attach the window screens on the exterior of the Group Home.**

- b. Repair or replace the carpet in the dining room area.**
- c. Remove the sharp screws from the closet door in the resident's bedroom.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there is no documentation to support that the NSPs are being reviewed and implemented on a consistent basis. Also, there is no documentation to support the placement workers' participation in the development or update of the NSPs. This was discussed with the Agency's management who stated that the matter would be addressed with the Agency's social worker.

The quarterly report for one resident is current, comprehensive, timely, and focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are not receiving weekly individual and group therapy.

Recommendations

2. New Outlook Boys Home management:

- a. Review and implement residents' Needs and Services Plans on a consistent basis.**
- b. Provide documentation to show placement workers' participation in the development and update of the Needs and Services Plans.**
- c. Provide residents with weekly individual and group therapy.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

One resident attends regular classes at a local school. The other resident attends Special Education classes at a local school and has a current Individualized Education Plan. Records contain current report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and they feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for one case file

Comments:

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and express satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents report that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents did not have photo albums/life books.

Recommendation

- 3. New Outlook Boys Home provide each resident with the opportunity to maintain a photo album/life book.**